



**Community Health Plan of Washington (CHPW)
Member Advisory Council (MAC)**

DSNP English MAC Meeting
First Quarter – March 2025

Meeting Name	CHPW Member Advisory Council Meeting – Q1 2025 (DSNP)	
Date/Time	DSNP Rural Main session: Thursday, March 13, 2025, 11am – 1pm PST.	DSNP Urban Main session: Thursday, March 20, 2025, 11am – 1pm PST.
Location	Zoom	
Meeting Purpose	Quarter 1 Dual Special Needs Plan (DSNP) meeting	
Facilitator	Abha	
Note Taker/Tech Support	Laura	

Agenda

Topic	Presenter	Time
1. Introductions and Welcome a. Who we are i. Share your name, preferred pronouns, and why you joined, icebreaker b. MAC Updates c. Community Agreements	CHPW Team & MAC Members	30 minutes
2. 2024 Meetings Follow-up Recommendations and Action Items a. Feedback Loop b. Feedback on action	CHPW Team	20 minutes
Break	Everyone	5 minutes
3. Members onboarding journey a. What works and what doesn't? b. Challenges and barriers of the process c. Welcome kit and outreach experience	CHPW Team	55 minutes
4. Wrap up a. Is there anything else that you want to share? b. We will be following up with gift cards & slide deck and escalations	CHPW Team	10 minutes

Community Agreements

We respect confidentiality
We take care of ourselves
One person speaking at a time
We are mindful of lived/living experience
We keep an open mind
We ask questions
We are prepared to participate